GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4623
ANSWERED ON:30.03.2017
Air Sewa Web Portal for Air Passengers
Hari Shri G.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has launched an Air Sewa Web Portal for registering complaints of air passengers against airlines and airports;

(b) if so, the details thereof and the number of complaints registered through the portal so far;

(c) whether complaints related to flight delays, baggage loss and unusually long periods for refund along with long queues at airports can be registered by passengers in this regard; and

(d) if so, the details thereof and the action taken by the Government on the complaints registered through the portal so far?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)
(a) & (b): Yes, Madam. AirSewa Web Portal/Mobile App has been launched by the government for digital and delightful experience of air passengers. It provides an integrated common platform on which air passengers can lodge their grievances against all major stakeholders in aviation sector including airlines. A total no. of 1788 grievances have been registered on AirSewa Web Portal/Mobile App as on 21.03.2017 out of which 1148 pertain to Airlines and 446 to Airports and the rest pertains to other stakeholders.;

(c) & (d): Yes, Madam. All complaints related to air services including flight delays, baggage loss and unusually long periods for refund besides long queues at airports can be registered using AirSewa Web Portal/Mobile App. The complaints can be registered under specific category/sub categories such as Ticketing, Fares & Refunds, Flight Delays, Baggage, Check-in & Boarding etc. or against general category "Others". The details of complaints lodged against specific sub-category on AirSewa Web Portal/Mobile App related to Airlines and Airports since its launch till 21.03.2017 is at Annex.